

AGENDA

Customer Services Subcommittee

Wednesday 26th February 2025 10.00am – 12.00pm

MS Teams ONLY

Core Members	
Paul Hayward (PH) Chair	James Wood (JW) Operations Director
Lynn Fonseca (LF) Tenant Board Member	Mitch Allan (MA) Assistant Director of Housing
Jenny Daisley (JD) Client officer (Housing)	Ros Jones (RJ) Corporate Director
Ruth Phillips (RP) Head of Corporate Services	Rachel Connolly (RC) Shropshire Council Board Member
Emma Jones (EJ) Customer Engagement Manager	Nicky Richardson (NR) Scrutiny Panel Chair
Jo Grivell (JG) Executive Assistant and Minute Taker	

Apologies	
Richard Amos (RA) Tenant Board Member	

Presenters	
David Moran (DM) IT & Business Transformation Manager	

Agenda Number	Item Title	Presenter	Report or Verbal	Decision or Discussion	Time
1.	**Welcome and Apologies	PH	Verbal	Discussion	10.00
2.	**Declarations of Interest	PH	Verbal	Discussion	10.05
3.	**Minutes of Last Meeting	PH	Verbal	Discussion	10.10

4.	**Operational Performance Review	DM	Report	Discussion	10.15
5.	**Customer Insight & Engagement Update (including Voice of the Customer (including Comms and marketing activities) and Customer Profiling Project Update – Update of paper going to FDPR on the 10 th)	RP	Report	Discussion	10.30
6.	Update on TSMs	RJ/RP	Report	Discussion	10.45
7.	**Operational Risk Register	JW	Report	Discussion	11.00
8.	**Neighbourhood Management Report (ASB, tenancy issues, neighbourhood events)	MA	Report	Discussion	11.15
9.	**Strategy Delivery Programme Update	RP	Report	Discussion	11.30
10.	**Policies Update	All	Verbal	Decision	11.45
11.	**Forward Plan Review	All	Verbal	Discussion	11.50
12.	**AOB	All	Verbal	Discussion	11.55